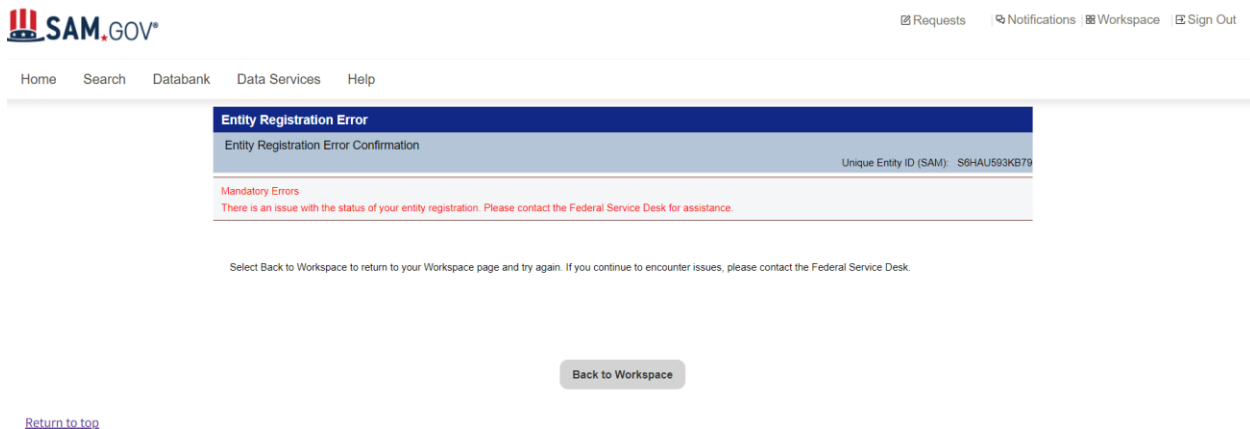
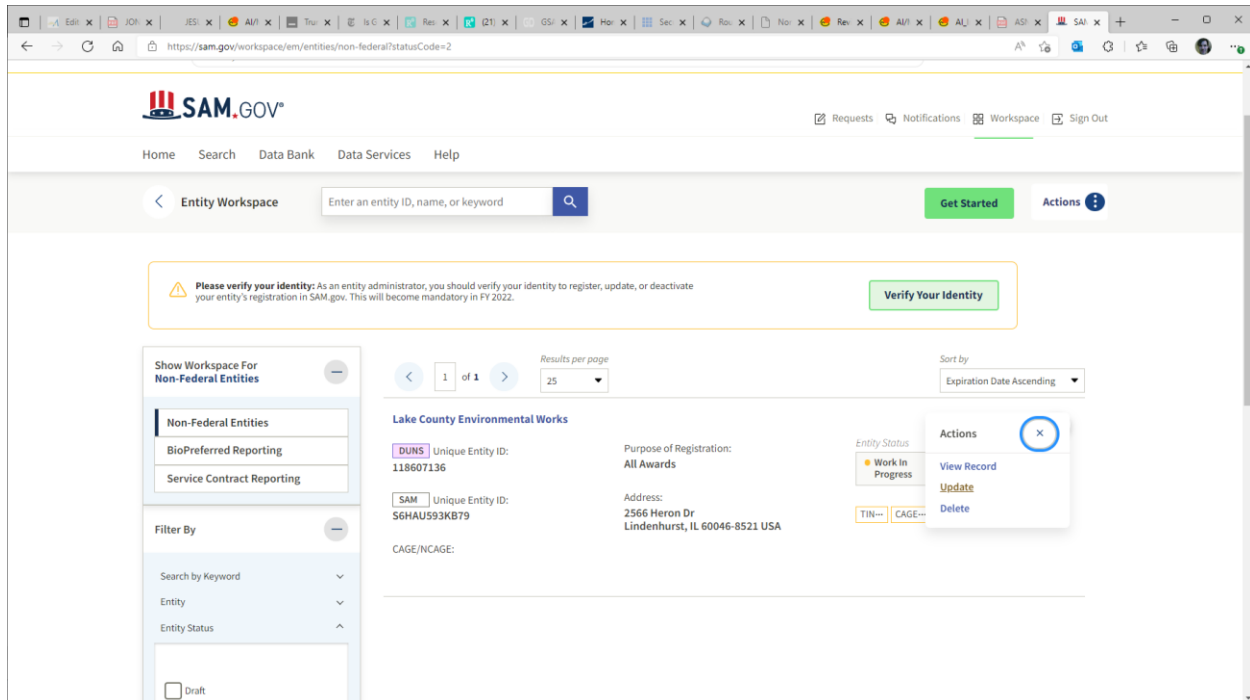


Transmission difficulties:

Lake County Environmental Works directors, John Aldrin was getting an error from sam.gov website while trying to register the entity DUNS ID 118607136 and SAM ID S6HAU593KB79.

The error read: *"There is an issue with the status of your entity registration. Please contact the Federal Service Desk."* (Refer to attached screenshots below):



Dr. Aldrin called the Federal Service Desk (FSD) to resolve the issue. FSD could not resolve the issue but elevated it to Tier 2. Ticket # INC-GSAFSD5884956 was generated. (Refer to screenshot below):

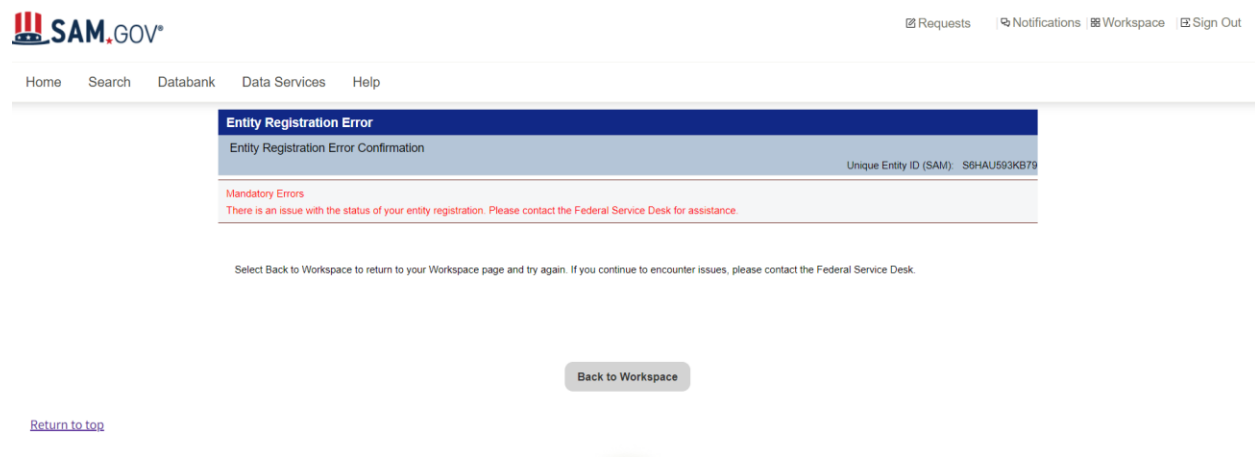
INC-GSAFSD5884956 - I need to update Lake County Environmental Works Toggle Actions DUNS Unique Entity ID: 118607136 SAM Unique Entity ID: S6HAU593KB79, but can't access it online.

An incident has been opened on your behalf.

You can view all the details of the incident by following the link below:

After several phone calls with FSD, unable to continue the registration process any further in sam.gov, Dr. Aldrin added Teuta Tanaka, another director of Lake County Environmental Works, to the entity in the system.

Ms. Tanaka attempted to register the entity using her account. However, the same error message appeared:



Ms. Tanaka called the FSD again and a new ticket was opened:

INC-GSAFSD5891361 - role

An incident has been opened on your behalf.

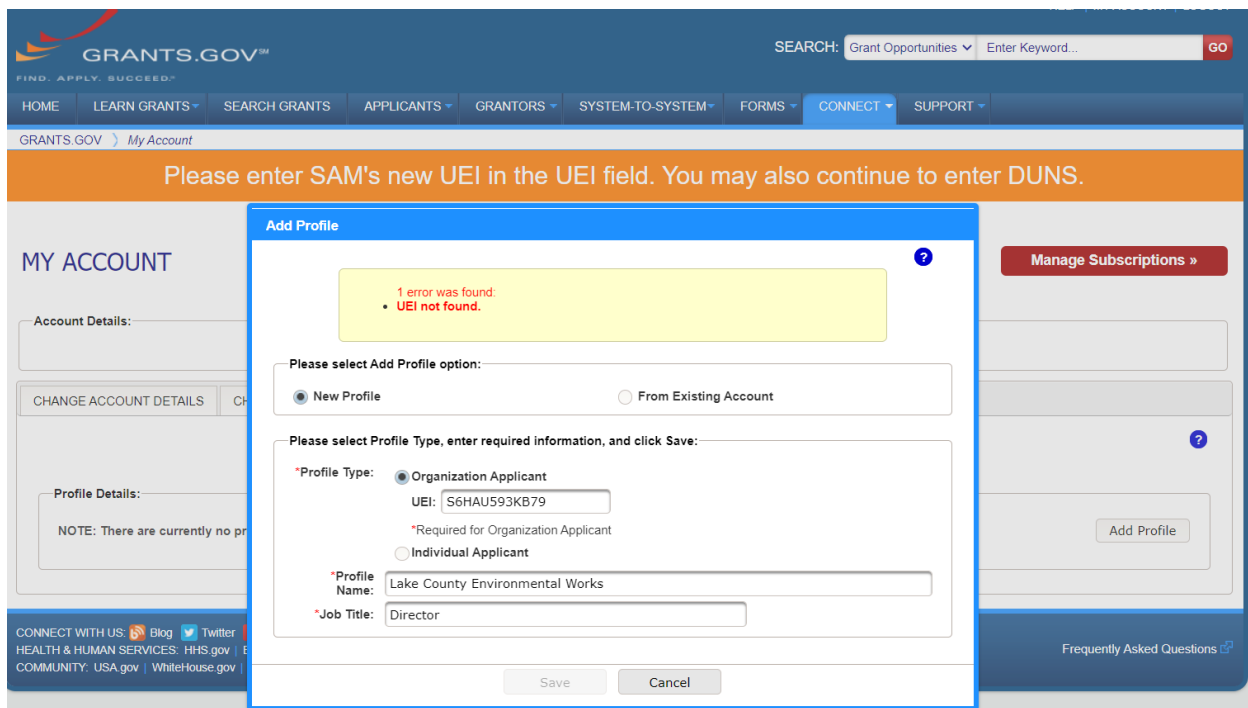
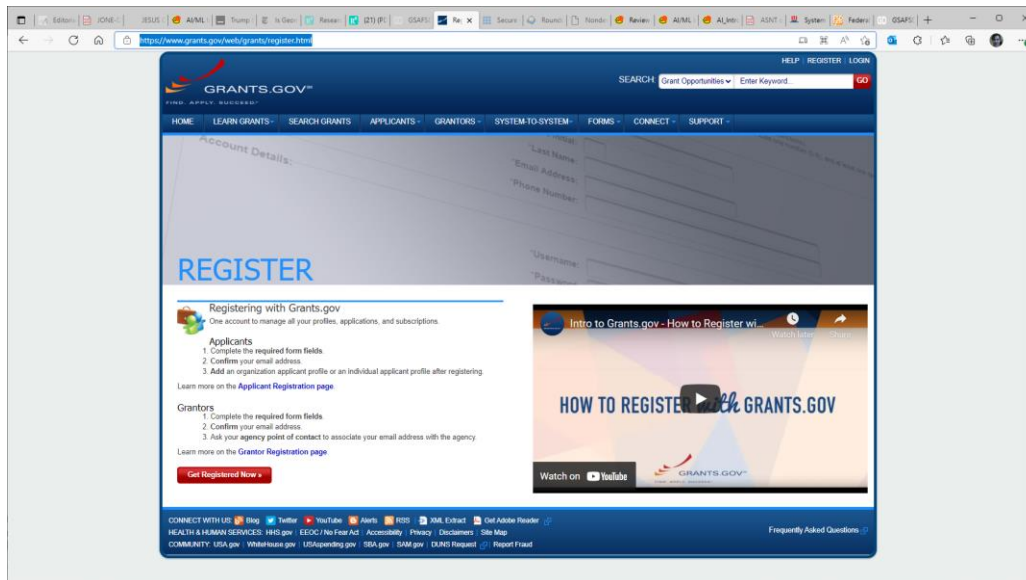
You can view all the details of the incident by following the link below:

[Take me to the Incident](#)

Thank you.

Ref.MSGPROD18891896_ipJYzpjhPQ8LQv

Ms. Tanaka was unable to link her Grants.gov account to the entity. The system could not find the DUNS or SAM IDs. (Refer to screenshots below):



The screenshot shows the Grants.gov website with a modal window titled "Add Profile". At the top of the modal, a yellow error box states: "1 error was found: • UEI not found." Below this, the user is prompted to "Please select Add Profile option:" with two radio buttons: "New Profile" (selected) and "From Existing Account". The next section is "Please select Profile Type, enter required information, and click Save:". It includes a "Profile Type" dropdown set to "Organization Applicant", a "UEI" field containing "118607136", and a note "*Required for Organization Applicant". Below this are radio buttons for "Individual Applicant" (unselected). The "Profile Name" field contains "Lake County Environmental Works" and the "Job Title" field contains "Director". At the bottom of the modal are "Save" and "Cancel" buttons. The background shows the Grants.gov navigation bar and a banner message: "Please enter SAM's new UEI in the UEI field. You may also continue to enter DUNS."

During the last phone call with FSD, they informed Ms. Tanaka that grants.gov website cannot find the entity unless the SAM registration process completes.

Both opened tickets with FSD are currently elevated to Tier 2 (Aldrin ticket # INC-GSAFSD5884956 and Tanaka ticket # INC-GSAFSD5891361). However, an agent has not been yet assigned to either ticket as of 3/25/2022.

Since we are unable to complete the registration process through SAM.gov, we are also unable to link the entity to Grants.gov account and apply through the system. For this reason, we are submitting our application (and all attachments listed in the Narrative) via email.

We hope to resolve the errors in the SAM system soon.

Thank you in advance for allowing us to submit outside the system.

Respectfully,

Teuta Tanaka